

# Unemployment Insurance Q and A

Updated 4-13-2020

AIC: Q. What does AIC mean when it is placed on the claimants profile in UI? A. **Additional Initial Claim, which is UInteract jargon for Renewal.**

Backdating a claim: Q. How can I back date a customer's claim after they already submitted their claim? A. **Staff should be able enter a BD request outside of the claim filing process if you have the role that allows this. To enter the BD Request:**

- Click on Benefit Maintenance
- Backdate Claim Request
- Fill in the desired BYB
- Fill in the reason for backdating
- Make a History Log comment listing why the claim is being backdated and the BD Date requested.

Benefit Claim Year Ending: Q. I have had 3 people in the past 2 days who received a B-230-3 Form telling them to refile their claim for **BENEFIT CLAIM YEAR ENDING**. These clients are not self-employed. Was this form sent in error? A. **The B230-3 is sent during last week of Benefit year. I would assume the 3 individuals filed their initial claims a year ago. They will need to file a new Benefit year. If they can do that online it would be the best.**

Call back date: Q. If the claimant **enters** a call back date, does it adversely affect the claimants if they do not return on that date. Is it required of the claimant to call to extend the date or does it automatically covert over to the extended benefits timeframe merely because it is COVID-19? A. **If the claimant has entered a call back date and they will not be returning to work on that date they will need to contact claim center to have the dated changed.**

Call back date change by employer: Q. If an employer changed a call back date or changed to permanent layoff, wouldn't they communicate that will DES? A. **The employer should contact us if they are removing a recall date. If the layoff is due to COVID-19, all claimants are given an 8-week recall from the week they file their initial or renewed claim.**

Call back/recall date: Q After customer has revealed the call back/recall date, how long does it take to reflect 0 job contacts on Weekly Request for Payment claim? A. **0 contacts will reflect the following workday.**

Call back form: Q. Could you check to see from UI how many times they will attempt to contact a claimant once we send in the call back form? A. **If the claimant does not answer and DES cannot leave a message, they will make 2 or 3 attempts.**

Call back form response time: Q. I received a call from a client who has not received a call back from a Call Back form sent in on Monday in the a.m. What expectation should we tell clients for a call back? We were telling them 24-48 hours. A. **Due to the volume of call back requests DES is receiving it may take longer for the claimant to get a call from DES. Also, they will only attempt to contact the person 2 or 3 times, so if the claimant does not answer the phone they will be dropped. If they have not received a call after 3 days they should contact the claims center or staff can submit a second call back form and indicate second request.**

Commission workers: Q. I had my first caller yesterday who is paid off commission. His business is not closing and he's still required to come into work at this time. He reports having worked his full week, but because there's no incoming business, he's not earning any wages. I encouraged this caller to apply for UI wages. Do you happen to know if that was accurate or not? A. **You did the right thing in having him file that is the only way he can find out if he is eligible for benefits. Being paid commission is always a tricky business because you still have a job. However with COVID-19 there may be the case where you have no customers due to the order to stay at home and practice social distancing.**

Date of birth: Q. We are encountering customers with 11/11/1111 date of birth on Uinteract. These customers are not able to create an account because of this birthdate does not match theirs. "Information Does Not Match". A. **This will have to be changed by DES or OWD staff. Benefit Maintenance → Update Claimant Profile → Contact Details.**

Earned wages: Q. If an employee is laid off due to COVID-19 from their company and the company is paying a fraction of their wages during layoff, would that small payment be considered "earned wages" when they file for UI benefits? A. **Yes. DES is updating the questions on the weekly requests question to cover this.**

Eligibility for FPUC \$600 payment: Q. Will the workers who are partially unemployed, be eligible for the additional funding by the government, the extra \$600 everyone is hearing? A. **Yes, if an individual is receiving any amount of state UI benefits they will be receiving the Federal Pandemic Unemployment Insurance (FPUC) \$600 payment.**

Employer questions: Q. If an employer contacts the ETT team with questions, could we request a call-back for them? If so, would it go to a different e-mail? A. **Yes the call back form can be used to request a call back from DES for an employer. Use the same email address, [esuicallback@labor.mo.gov](mailto:esuicallback@labor.mo.gov).**

Employer UI account: Q. I have an employer asking if a former employee files for unemployment, does it affect the employer's business credit. Do you know the answer to that? A. If the employee files for UI due to COVID-19 there will be no charge to the employers UI account (business credit).

Exhausted benefits: Q. If a person filed for UI on 09/27/2019 and exhausted benefits as of 03/28/20, would they still be eligible for an extension under the CARES Act. A. There is a Pandemic Emergency Unemployment Compensation (PEUC) which will provide up to 13 weeks of benefits for individuals who have exhausted their right to UI. We have not yet received guidance from USDOL on PEUC. Potential eligible claimants should be referred to <https://labor.mo.gov/coronavirus#mini-panel-coronavirus-tabs1>. I checked the agreement between MO and USDOL – we did agree to implement PEUC.

Filing claim again within 12 month period: Q. If they have exhausted their claim in the last 6 months, but were currently working, and now laid off again due to COVID – the UInteract system is not allowing them to file. A. You can only receive UI benefits for 20 weeks in a benefit year that is why they cannot file a new claim until their benefit year is up.

Hot line calls: Q. Can our staff conference call in a claimant with claim center staff via the “hot line”? A. No, DES will be providing a “call back” form that staff can use to obtain direct assistance for a UI claimant.

Illness and eligibility: Q. If a person is ill and cannot work due to COVID-19 are they eligible for UI? A. Anyone can file for UI and should be instructed to do so if they have been laid off from their job. However, the requirement to be “available and able” for work is still in effect. If a person is unable to work due to illness they may be ineligible for benefits during the time they are ill.

IVR operating hours: Q. Are the IVR phone lines open 24-7 for those that are just filing their “weekly request for payment”? A. For weekly requests, the IVR is available 24-7. For initial or renewed claims, they would have to call between 8:00 and 5:00 Monday through Friday.

Layoff due to COVID-19: Q. If a person is laid off due to COVID-19 does their employer have to contact DES to make them exempt from job searching? A. No, there is a question at the beginning of the claim filing process that asked them if they are filing due to COVID-19, if they say yes when they complete the claim filing it will tell them they are exempt from job searches for 8 weeks. And is that for a term of only 8 weeks? Currently it is for 8 weeks but that could be extended based on the situation involving COVID-19 after 8 weeks.

Married name change: A. We are encountering customers trying to create an account on Uinteract with their new married name however Uinteract reflects previous

married name or maiden name. Will Uinteract allow customer to enter new married name with an issue or should the customer be entering the previous married name/maiden name and show proof of name change at a later date? A. Claimant can update their name through Update Address. (NOTE: If maiden name or prior married name is part of the User ID, that cannot be changed).

Minimum age to draw UI: Q. Do you have to be 18 to file UI? A. No minimum age for drawing UI. Just old enough to work and earn wages.

Mobile app for filling claim: Q. What is the mobile app, I tried looking on DOLIR website and could not find it. A. DES do not have a mobile app. However, Uinteract does have “responsive design”, which means if you access Uinteract from a smartphone or tablet, the system will recognize the device and format accordingly.

Name change on claim: Q. We have received conflicting information. Can a claimant change their name once they access their UI account? And if so what tab would they use? A. Update Address tab.

Out-of-state claim: Q. If someone works in a state other than the state they live in, which state would they need to file a UI claim? A. The state the wages are reported to is the state to file in. In almost every case, that will be the state they worked in.

Part-time job: Q. I heard that you may know how to enter the employment information (UI claim) for an individual who is working two part-time jobs and gets laid off from one? A. They can put the last day they worked as of the time they are filing the claim. They should answer “Working Part Time” for reason they are no longer working for this employer.

Password reset: Q. Where can I find the following? “Open the Dolir.PasswordReset Inbox and review the oldest email in the basket”. A. It should be in Outlook below their regular email boxes.

Password reset: Q. When resetting a person’s IVR password, does it default to 0000? A. Yes, in the IVR it resets to 0000.

Payment delay: Q. Have you heard of customers having problems with receiving payment on their UI. I had a person that said she first filed 3 weeks ago. Might it be a slowdown in the system? A. It could be one of a couple things, if not filing due to COVID-19 there is a waiting week and then a 10 day protest period for the employer to say if the person was laid off due to no fault of their own. So three weeks is normal in some instances. However, if no payment and no letter from DES after 4 weeks they should contact the claim center.

Payment pending: Q. What does Payment Pending 10 Days AIC means? A. It means that the claim was renewed, and is now in the protest period.

PIN reset: Q. A claimant does not have internet access and was trying to utilize the IVR system. How does she get a PIN? A. The PIN can be reset in UInteract from the password reset page. It will be reset to 0000.

Proof of Identity (POI): Q. Quick question about this so that I am telling my staff the correct information: when you say initial registration, does this mean that the customer only has to have a Wagner Peyser application date to send the PO84? Or do they need the application date and participation date to send the PO84? A. At the bare minimum a person needs to be a registered user of MoJobs. That means they complete Registration (we are not talking about WP at this point in time). When registration is completed they get a State ID and we are then able to add a case note on that individual's record and a PO84 is a case note.

Self-employed filing: Q. Should we be telling self-employed customers to file weekly claims even though they have been denied? We understand self-employed customers can file quarterly however we are needing clarity if they should be filing weekly like uninsured workers? A. They should file the weekly requests. DES is still working out how PUA is going to be set up, and it is possible with PUA there will be an alternate method to claim weekly. But, if DES is able to use the previously submitted weekly requests it will make the process easier for them.

Shared work: Q. If the claimant has been on Shared Work, but is now being laid off, either temporarily or permanently, how do they convert their claim to a regular claim in order that they may file weekly certifications? Do they have to call the RCC? A. The claimant will need to contact the RCC or you can submit a call back form.

Time to process UI payment: Q. When claim shows payment approved, how long does it take to get the payment to their account or card? A. Debit card – it will be there by 5:30 on the same day the payment processes. Direct Deposit – it is dependent on the bank, but generally they are there with 2 business days.

UI: Q. What does UI stand for? A. You and I, together we will get through these times😊

Wrong SSAN reported by employer: Q. If a company reports wages for a claimant under the wrong SS# and the customer's claim comes back as insufficient wage claim, is it the company's responsibility to contact UI to let them know they reported the claimant's wages under the wrong SS# or is it the claimant's responsibility? A. In normal times if the claimant lets us know, we can start a wage

investigation and this is a quick and easy fix. With the volumes we have now, still easy but cannot promise quickly.